

**DIRECTOR OF EMERGENCY MEDICAL SERVICES**  
**STUDY GUIDE**

A written examination for the class of **DIRECTOR OF EMERGENCY MEDICAL SERVICES** to be administered in **ALEXANDRIA** on **DECEMBER 2, 2010**, will consist of approximately 100 multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>EMERGENCY MEDICAL SERVICES MANAGEMENT</b>  Knowledge of the principles of effective fire service management, involving management theory and organizational behavior; planning, organizing, directing, and evaluating departmental operations; personnel management of the Emergency Medical Services Division; and managing and purchasing equipment and supplies.	25.0%
<b>RECORDS/REPORTS/CORRESPONDENCE</b>  Knowledge of effective records-management practices, including preparation, content, format, control, and retention; and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	10.0%
<b>PUBLIC RELATIONS</b>  Knowledge of effective public relations practices which foster a positive public image of the department through contact with other agencies, and the public.	10.0%
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	20.0%
<b>TRAINING</b>  Knowledge of the procedures for evaluating the training needs of the department and for developing and implementing an effective training program, including serving as an instructor.	15.0%
<b>MEDICAL PROCEDURES AT THE EMERGENCY SCENE</b>  Knowledge of emergency medical services sufficient to perform or direct operations at the scene of an emergency or mass casualty.	20.0%

**REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

**PRIMARY REFERENCE MATERIAL**

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS** (Training Manuals):

Fire and Emergency Services Instructor, 7th ed., 2006.

Fire Service First Responder, 1st ed., 2000.

**FIRE PROTECTION HANDBOOK**, NFPA, 19th ed., 2003.

**ADVANCED SUPERVISORY PRACTICES**, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

**EFFECTIVE PUBLIC RELATIONS**, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., A Simon & Schuster Company, Upper Saddle River, NJ 07458, 8th ed., 2000.

**MANAGING FIRE AND RESCUE SERVICES**, International City Management Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed., 2002.

**NOTE: Available through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**STREETSENSE, COMMUNICATIONS, SAFETY AND CONTROL**, Dernocoeur, Kate Boyd, A Brady Book, Prentice-Hall Building, Englewood Cliffs, New Jersey, 07632, 2nd ed., 1990.

**COMMUNITY FIRST AID & SAFETY**, Prepared by: The American National Red Cross, StayWell, 1100 Grundy Lane, San Bruno, CA 94066, 2002.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.